# Striker Service Reminder System

## User Manual

Version 3.5

Updated: 02/2015

Striker III

Striker Pro

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## *TABLE OF CONTENTS*


Introduction ..... 1

Striker System Specifications ..... 1

Warranty ..... 1

Support ..... 1

Out of the Box ..... 1

Accessories ..... 1

Striker Quick Start ..... 2

Loading Ink Rolls ..... 3

Loading Stickers ..... 4

Connecting Striker Keypad ..... 5

Powering Up the Striker System ..... 5

Striker Label Formats ..... 6

Striker Keypad Menu ..... 7

Setting System Preferences ..... 8

Questions & Remedies ..... 9

Striker Calibration ..... 9

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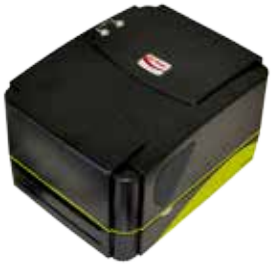
## Introduction

Thank you for purchasing the Striker Service Reminder System. With Striker, you will market your services and help retain your customers simply by printing a professional service reminder sticker. Utilize all the templates to help maximize your profits by informing your customers of the next service due, the next oil change and much more!

Remember, every customer shouldn't leave your shop without a service reminder sticker, whether the next service is a tire rotation, transmission flush, tune up, 30K-90K service or even a battery replacement. Your sticker is a business card in front of your customers face every time they drive their car.

## Specifications

| | |
|---|---|
| Dimensions: | 11.34" (L) x 9.13" (W) x 6.14" (H) |
| Operating Conditions: | 5°-40° C (41°-104° F) |
| Storage Conditions: | -40°-60° C (-40°-140° F) |
| Resolution: | 203 DPI |
| AC Input: | 100 - 240V Power Supply |
| DC Output: | 24V 2A (external adaptor) |
| Connections: | Striker Keypad, USB, LPT |



## Warranty

The Striker Printer comes with a Limited Lifetime Warranty, 1-Year Printhead Warranty, and 1-Year Keypad Warranty.

## Support

For support, call the Striker Service & Technical department at 800.262.7298 or your local oil/parts distributor.

## Out of the Box

The Striker Kit out of the box includes:

1. Striker Printer
2. Striker Keypad
3. DC Power Supply
4. AC Power Cord
5. Striker Label Spindle w/ 2 Guides
6. 2 Striker Ink Spindles w/ 1 take-up core



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1. Load Striker Reminder Stickers

2. Load Striker Ink Rolls

3. Clamp down ink carriage as shown

4. Close the Striker cover

5. Connect the Striker Keypad to the printer

6. Connect power then turn on and print and make sure to use a surge protector

NOTE: Always have the Striker System cover closed when powering it on.



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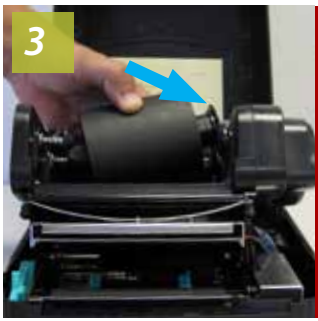
TURN OFF Striker system and open the printer cover

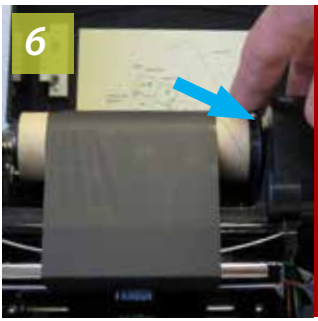
Release the ink carriage lever by gently pressing up on the lever




Load rear ink spindle with the unused portion of the ink roll

Load the take up ink core spindle and make sure the larger circular ends are on the right

Ink goes overhand from the back roll, under print element and taped to front take up ink spindle




Make sure ink spindles are as shown, note larger circular end on the right side

Wind the front ink spindle to take up the slack, make sure there are no wrinkles in the ink

End result, close the ink roll access cover

NOTE: Always have the Striker System cover closed when powering it on.



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TURN OFF Striker system and open the printer cover

Release the ink carriage lever by gently pressing up on the lever

Load the Striker Reminder Stickers as shown left, make sure the guides are centered

Place the label spindle with Striker Stickers inside the label spindle slots in the printer system

Push the sticker below the ink and beneath a green chip

Make sure the green chip is above the label and the adjustable green guides are centered

Pull the sticker so a some of the label hangs out of the printer

Close ink clamp and the printer clam shell and start printing

NOTE: Always have the Striker System cover closed when powering it on.



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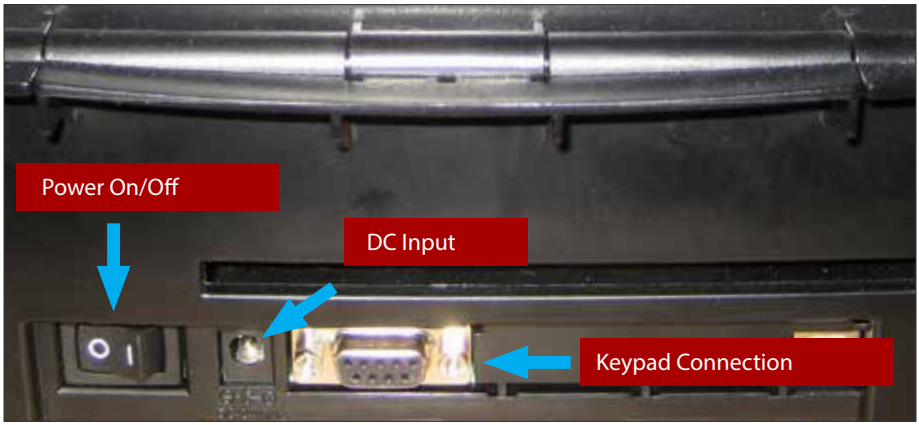
## Behind the Striker Printer




## Connecting Striker Keypad

Connect the Striker Keypad cord to the back of the Striker Printer. The keypad cord is a male RS232 and will connect to the keypad connection as noted above and the right.

## Powering On/Off

Connect the power DC cord to the back of the Striker Printer. Make sure the AC connection of the cord is connected to the DC convertor. Always use a power strip to prevent any power surge.

Power on and off with the switch located on the rear of the Striker System's bottom left hand corner. Firmly flip the switch and make sure to wait a second when turning off and back on.

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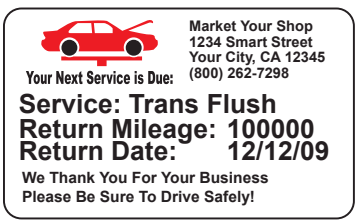
1)

2)

4)

7)

8)




1) Standard Label
- Automatically adds the Standard Millage and Month return interval for return service, includes optional customer message, "Have a Nice Day!".

2) Synthetic Label
- Automatically adds the Synthetic Millage and Month return interval for return service, includes optional customer message.

3) Custom Label
- Perfect for Diesel or custom intervals, create any mileage interval and monthly interval.

4) Tire Rotation
- Automatically adds the desired Tire Rotation mileage and month interval for tire rotation service, includes optional customer message.

5) Standard Label with Discount Coupon
- Same as standard label but includes variable discount coupon when returned within 500 miles of return service mileage (does not include optional customer message).

6) Synthetic Label with Discount Coupon
- Same as synthetic label but includes variable discount coupon when returned within 500 miles of return service mileage (does not include optional customer message).

7) Custom Label with Discount Coupon
- Same as custom label but includes variable discount coupon when returned within 500 miles of return service mileage (does not include optional customer message).

8) Service Label
- Customize your own service (ie.: Tune Up, Engine Service, etc.), return mileage and date and your very own greeting.

9) Service Label with Discount Coupon
- Same as service label but includes variable discount coupon when returned within 500 miles of return service mileage (does not include optional customer message).



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## Striker Keypad Menu

When the Striker System is powered on the first Keypad prompt is Print a Label. Use the arrow keys on the keypad to navigate through the menus. Below is a navigation tree of the keypad prompts to help guide you through the Striker templates.

A. PRINT REMINDER STICKER
PRESS ENTER

1. STANDARD INTERVAL
2. SYNTHETIC INTERVAL
3. CUSTOM INTERVAL
4. TIRE ROTATION
5. STANDARD INTERVAL WITH DISCOUNT
6. SYNTHETIC INTERVAL WITH DISCOUNT
7. CUSTOM INTERVAL WITH DISCOUNT
8. SERVICE TEMPLATE
9. SERVICE TEMPLATE WITH DISCOUNT
10. EXIT PRINT A LABEL?

B. STRIKER SETTINGS
PRESS ENTER

1. COMPANY INFORMATION
PRESS ENTER
   a. Enter Company:
   b. Enter Street Address:
   c. Enter City:
   d. Enter State:
   e. Enter Zip Code:
   f. Enter Phone Number:
   g. Enter QR Code:
   (QR works with Striker Pro only)
2. DATE/TIME SETUP
PRESS ENTER
   a. Enter Month (1-12):
   b. Enter Day (1-31):
   c. Enter Hour (0-23):
   d. Enter Minute (0-59):



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## Setting System Preferences

Your Striker System allows you to set your own custom intervals for each type of Reminder Striker as well as customize the information printed on the sticker. Use the Set Preferences fields to customize the Striker System to your preferences.

C.

```
SET PREFERENCES
PRESS ENTER
```

1. `Enter GRADE:` — Enter the grade of oil that is most commonly used at your station. This value will display automatically when printing a sticker unless overwritten.

2. `Enter MESSAGE 1:` — The Message 1 field is the top line of a custom message that is displayed on a sticker. It can be left blank or overwritten.

3. `Enter MESSAGE 2:` — The Message 2 field is the bottom line of a custom message that is displayed on a sticker. It can be left blank or overwritten.

4. `Enter DISCOUNT:` — This discount will be printed as a promotion coupon on the reminder sticker. It only will be printed on the "... w/ Discount" stickers.

5. `DISPLAY COMPANY? (Y/N)` — Press N for No to disable the company name and contact info at the top of the sticker. This is usually used only with special pre-printed stickers.

6. `Enter STAND Mileage:` — Standard Date interval is used for the standard oil labels. It adds the interval (number of miles) to the current mileage so the customer knows when to come back for the next service.

7. `Enter STAND MONTH:` — Standard Date interval is used for the standard oil labels. It adds the interval (Number of months) to the current date so the customer knows when to come back for the next service.

8. `Enter SYN Mileage:` — Syn Date interval is used for the synthetic oil labels. It adds the interval (number of miles) to the current mileage so the customer knows when to come back for the next service.

9. `Enter SYN Month:` — Syn Date interval is used for the synthetic oil labels. It adds the interval (Number of months) to the current date so the customer knows when to come back for the next service.

10. `Enter TIRE Mileage:` — Tire Mileage interval is used for the tire rotation labels. It adds the interval (number of miles) to the current mileage so the customer knows when to come back for the next service.

11. `Enter TIRE MONTH:` — Tire Mileage interval is used for the tire rotation labels. It adds the interval (number of months) to the current date so the customer knows when to come back for the next service.

12. `DISPLAY GRADE? (Y/N)` — Press N to hide the grade of oil on the reminder sticker.

13. `DISPLAY DATE? (Y/N)` — Press N to hide the return date on the reminder sticker.

14. `SET UNIT:(1.US 2.METRIC)` — Enter US to display miles as the unit of measure on the reminder stickers or Metric to display KM (Kilometers).



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## Questions & Remedies

Q: The Ink Roll is sticking to the reminder stickers and coming out the printer.

A: The Striker Printer did not recognize that the ink roll was loaded. Turn the unit off, re-attached the ink roll to the take up core, close your Striker Printer before turning it back on.

Q: I just changed out the labels for the Striker system and it was working fine but now it's not printing right and the red light is on, what happened?

A: First turn off the Striker, open the printer, release the ink carriage lever and make sure the reminder stickers are centered on the label spindle. Second, make sure the green computer chip is above the label and the green guides are snug with the label. fineally, make sure the ink carriage is clicked in place and latched down.

Q: I just changed out the ink for the Striker system and it's not printing, what happened?

A: First turn off the Striker, open the printer, release the ink carriage lever and make sure ink was loaded correctly. If the wrong side of ink is loaded, nothing will print. Test the ink roll to make sure the ink side is down by testing it with a small piece of tape. Then review the procedures for loading ink rolls.

Q: The keypad is not working and the keypad displays a series of letters and numbers beginning with KU.

A: Call your local oil distributor or call the Striker Technical and Service department at 1.800.262.7298.

## Striker Label Calibration

Calibrating Static Cling Sticker with Printer:

1. Turn printer OFF (located in back of printer)
2. Press and Hold on to the PAUSE button of printer (as shown in picture on the left)
3. While still holding the PAUSE button, turn the printer ON
4. Release PAUSE button as soon as printer starts feeding labels
5. Press the FEED button once

Your system should now be calibrated with your Striker Reminder Label System.

NOTE: DO NOT PRESS AND HOLD THE PAUSE AND FEED BUTTONS TOGETHER WHILE POWERING ON OR YOU WILL ERASE THE STRIKER FONTS AND SHIPPING & REPROGRAMMING CHARGES WILL APPLY.



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